

# LISTENING SESSION

## POTENTIAL CHANGES IN LONG TERM CARE

# SEPTEMBER 2016



# Agenda For Meeting

Overview of the Project

Background Information

Nebraska's Initial Thoughts on a New System

Share Your Ideas: We Want to Hear From You!

Next Steps

# Long Term Services and Supports or Long Term Care?



## What does that mean?

Some consumers shared that they do not understand what long term services and supports are, so we are referring to this project as the “Long Term Care Redesign Project”.

But....if you say Long Term Services and Supports, we are ok with that too.

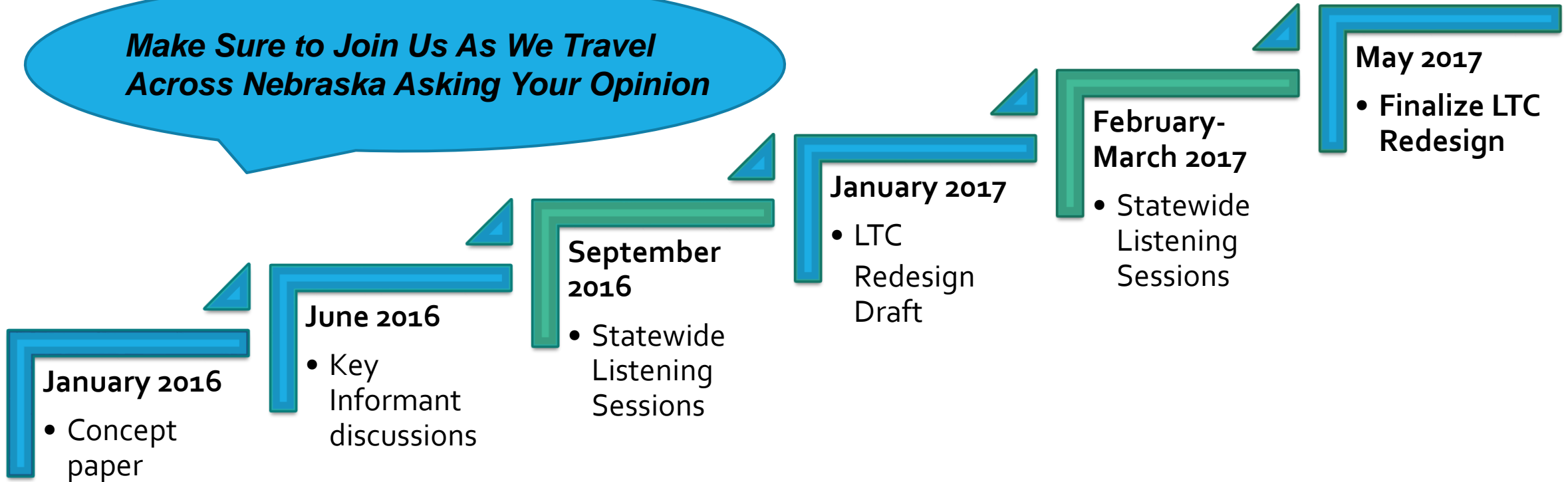
# Why Is the State Considering Changes Now?

- Population is aging.
- Workforce is aging.
- Medicaid costs are growing.
- Which means that the state struggles to fund all of its priorities—like education and roads.

**Bottom line: The current system cannot be maintained.**

# Your Opinions Matter!

***Make Sure to Join Us As We Travel  
Across Nebraska Asking Your Opinion***



# Our Goal is to Provide Nebraskans:

- Healthier people
- Quality services
- Easier access to services
- Help to live the way they want, where they want
- Help to figure out the services they need
- Support during health and care changes
- A system that helps providers help people
- An affordable program

# Focus is on Long Term Care

Our focus is mainly on Medicaid-funded services that serve individuals with disabilities, seniors, and their caregivers.

But, we also want to hear about ideas you have for other programs that support people living longer, healthier lives.





# **We Want to Hear from You on Six Main Areas**

- 1. How to Improve How the System Runs**
- 2. How to Assess the Needs of People Fairly**
- 3. How to Improve Service Coordination & Case Management**
- 4. How to Help People Receive Services & Support**
- 5. How to Make it Easier so that More Providers Participate**
- 6. How to Improve the Quality of Services**





# HOW TO IMPROVE HOW THE SYSTEM RUNS

---

# Issues in the Current System

**Different Programs**

**Different Rules**

**Different Options**

**Different Services**

**Leads to Confusion & Delays**



# Share Your Ideas!

- What services work well?
- What changes would make it easier for you?
- What current practices makes it hard?
- What other services would help you achieve your goals?
- How would you like to enroll into services?

# HOW TO ASSESS THE NEEDS OF PEOPLE FAIRLY

---

# Issues with the Current Way Needs are Assessed

- People's needs are assessed differently
- The services you can get depends on your assessment
- Services are also different in each program

# Share Your Ideas!

- What changes could be made to make sure that people are assessed for services fairly?
- How can the assessment better be used to determine the services a person receives?

# HOW TO BETTER COORDINATE CARE

---

Service Coordination  
Care Management  
Case Management

Different names – same concept for discussion.



# Issues in Service Coordination & Case Management

- Case management is not available for people getting home health services, personal assistance services and private duty nursing.
- Not all people who need help with finding providers, access to care or services get the help they need.
- Service Coordinators are often not aware when a person has a health crisis and may need more services.
- There may be conflicts in providers helping people to plan for their services and providing those services.

# Share Your Ideas!

- What kind of help navigating the long-term care and health care systems would be most useful or you?
- Are there any groups that need more help than others?
- Who type of person or organization is best able to help you coordinate your care?
- What do you think person-centered means and what changes are needed to the system to make it person-centered?

# HOW TO HELP PEOPLE RECEIVE SERVICES & SUPPORT

---

# Issues in Long Term Care Services

- Several of Nebraska's long term care services are very similar in the type of help provided.
- People may be getting services from different programs at the same times without one knowing about the other.
- Policies and staff training are not the same between programs.
- Some services may not be available to people who could benefit from them based on eligibility or which program they are in.

# Share Your Ideas!

- What changes could be made to make sure people receive the services they need?
- What should we do to make sure that people with new health challenges receive help?
- How would you improve communication and coordination of services between the different programs and services?

# HOW TO ENCOURAGE MORE PROVIDERS TO PARTICIPATE

---

# Issues with Provider Management and Reimbursement

- Ways of managing providers are different depending on the program they are participating in.
- Reimbursement rates are not the same between different providers who are providing similar services.
- Different payment rates exist across the state for different programs.



# Share Your Ideas!

- How can we make sure providers are providing great care?
- Knowing we that we have to keep our budget balanced, are there ways to improve how we pay providers?
- Can the process for submitting claims for payment and getting paid be improved – and how?
- Are there ways to make the process for becoming a provider simpler while still making sure do the proper screening?

# HOW TO IMPROVE THE QUALITY OF LTC SERVICES

---

# Issues with the Quality of the Services in Long Term Care

- We do not have good ways to measure the quality of long term care services.
- We want to make sure that the our services have high quality and improve the lives of Nebraskans.

# Share Your Ideas!

- What information do we need to make sure people are getting the right care?
- What information do we need to make sure that our services are effective?
- What is the best ways to measure how our system is doing overall?
- What really matters to YOU?

# HOW TO IMPROVE HOW WE DELIVER CARE

---



**“Our top priority is to make sure that what we build is meeting the needs of the people who need services.”**

# Issues with How We Deliver Services

- Long-term care continues to be managed and provided in a separate system than the rest of health care – different computer systems, different care managers, different payment systems.
- The state believes that a managed long-term care system that promotes whole person health care and makes the system less fragmented is the best approach.
- There are lots of questions about changes to how we provide care– and lots of details to work out.



# Share Your Ideas!

- What do you most hope to see come out of this redesign?
- What steps need to happen between now and any major changes?
- What do you believe is the greatest challenge with changing the system?
- What services are you most afraid of losing in any change?
- What are some good things that you have heard about managed long term care?
- What have you heard that you want to make sure we avoid in Nebraska?

# Next Steps

- We are committed to listening to you:  
holding listening sessions across the state,  
reading your emails and letters,  
meeting with you,  
and gathering your ideas.
- We will present a redesign plan based on your input in early 2017 and will be back to ask you for your thoughts on the proposal in spring 2017.

# PUBLIC ACCESS TELEVISION PRESENTATION

---

September 15, 2016

5:30 pm-7:30 pm

On mobile devices: <http://channel.vbrick.com/NET/MultiDeviceIndex.aspx>

For desktop computer: <http://channel.vbrick.com/NET/Index.aspx>

# STATEWIDE LISTENING TOUR

## Dates and Cities

- September 6—Lincoln
- September 7—Norfolk
- September 8—Fremont
- September 9—Omaha
- September 14-15—Grand Island
- September 19—Kearney
- September 20—North Platte
- September 21—Scottsbluff
- September 22—Gering

Visit [http://dhhs.ne.gov/medicaid/Pages/medicaid\\_LTC.aspx](http://dhhs.ne.gov/medicaid/Pages/medicaid_LTC.aspx) - for specific times and locations



# Stay Informed:

[http://dhhs.ne.gov/medicaid/Pages/medicaid\\_LTC.aspx](http://dhhs.ne.gov/medicaid/Pages/medicaid_LTC.aspx)

**Send Questions and Comments to:**

[dhhs.ltcredesign@nebraska.gov](mailto:dhhs.ltcredesign@nebraska.gov)

Follow us on Twitter at:



@dhhsmltc

Follow us on Facebook at:



Nebraska Medicaid@dhhsmltc

Department of Health & Human Services

